

Patient Experience of Care Update ABMS Physician CAHPS

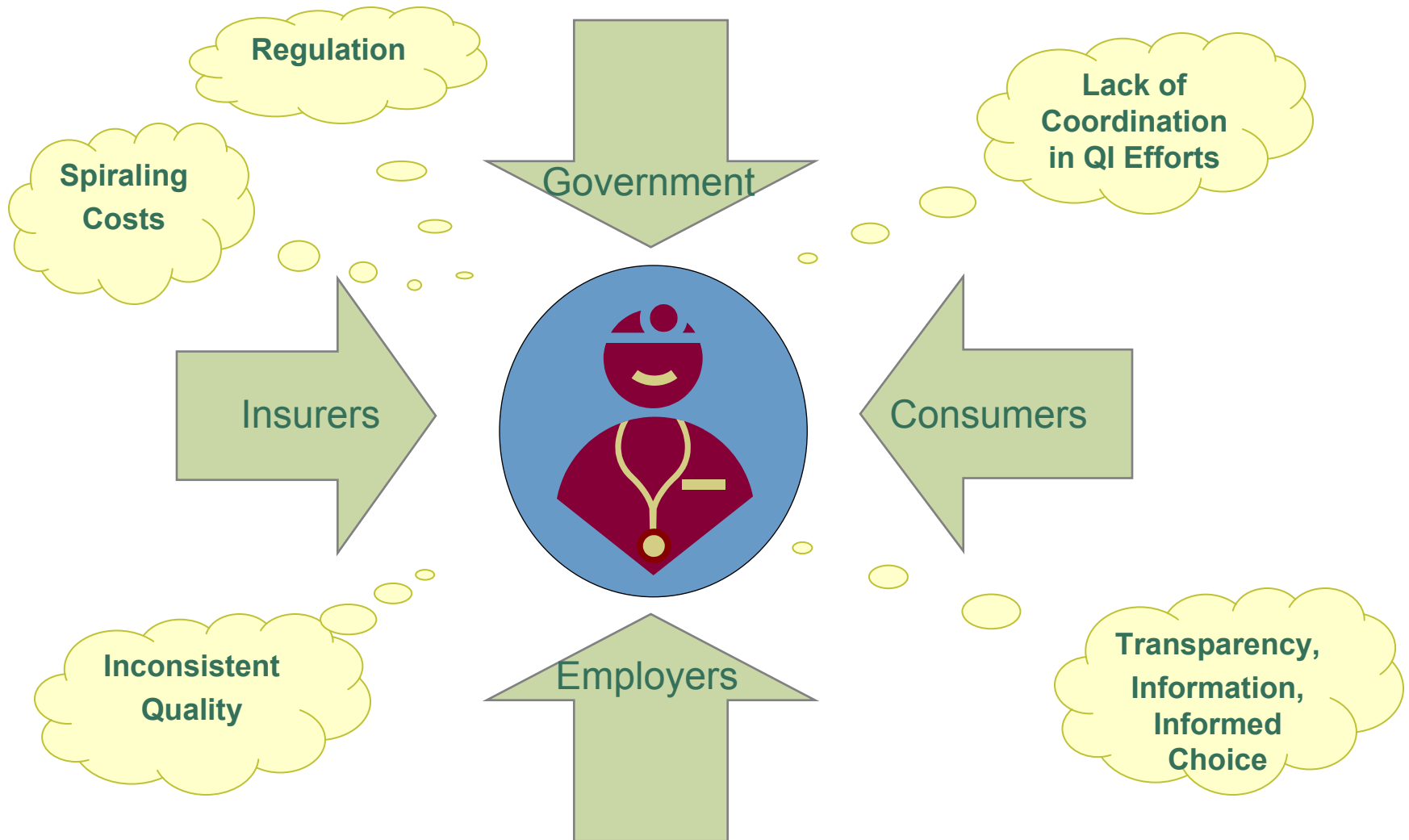
11th CAHPS User Group Meeting
December 5, 2008
Barb Rosenthal, MBA



Who is ABMS?

- » Umbrella organization for 24 member boards that certified physicians
 - ~725,000 physicians
 - 24 Member Boards
 - 37 general certificates; 110 subspecialty certificates
- » Assist member boards in setting standards for physician board certification
- » Structure Maintenance of Certification (MOC)

External Forces in Healthcare



Public Trust Initiatives



Care Focused
Purchasing



Consumer-Purchaser
DISCLOSURE
PROJECT

Improving Health Care Quality Through Public Reporting of Performance



The Physician Consortium for Performance Improvement®



CMS Centers for **Medicare & Medicaid** Services

Value-Driven Health Care

Transparency: Better Care Lower Cost

THE LEAPFROGGROUP
Informing Choices. Rewarding Excellence.
Getting Health Care Right.



ABMS Enhanced Public Trust

» Continuous Improvement

- Physician lifelong learning (continuous professional development) and evaluation through ABMS Maintenance of Certification [™]

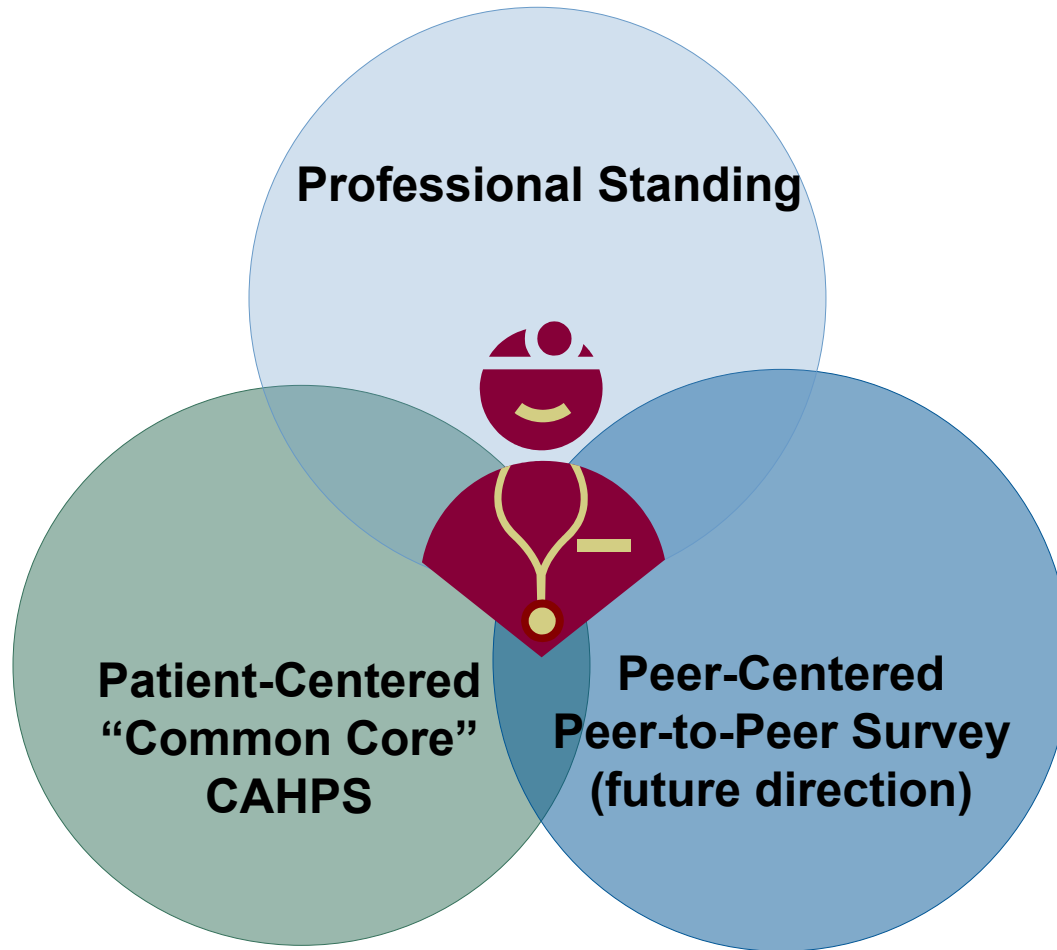
» Accountability

- Urgent public need for objective assessment measures
- Enhance the use of patient voice in MOC

» Transparency

- Reporting to the public, certifying (specialty) boards, and physicians

Transforming Physician Professionalism



CAHPS Stakeholder Goals

- Patients → Voice in physician assessment
- Boards → Tool to measure professionalism
- Physicians → Means to improve care
- Public → Credible data set

ABMS Consumer Research

» Recent consumer survey* results

- How important is bedside manner/communication skills?
 - 95% very important
- Which single attribute is most important when choosing a doctor?
 - #1: bedside manner/communication skills (34%)
- How difficult to find clear useful information on MDs online?
 - 57% agree

* Opinion Research Corporation, *Consumer Caravan; Physician Board Certification*, May, 2008

ABMS Physician CAHPS

» Proposed

- Communication core items (7 total)
- Demographic and proxy items (8 total)

» Optional

- Additional CAHPS domains
 - Access, Test Results, Office Staff, Health Improvement, Health Promotion, Other Providers, Shared Decision Making, Coordination of Care
- Specialty specific items

Proposed Methodology

- » Visit-Specific
- » Measurement Scale
 - ☐ Yes, definitely
 - ☐ Yes, somewhat
 - ☐ No
- » Distribution Options
 - In-office handout
 - Mail out
 - Transition to NQF endorsed methodology
- » Response Modes: Mail + Web

Proposed Reporting

- » To physician's specialty board(s)
 - Yes / No
- » To physician
 - Detailed results
- » To public
 - Composite measures, benchmarks
- » Other stakeholders

ABMS CAHPS Status

» Complete

- Draft proposed delivery system
- Draft implementation plan
 - Reviewed by ABMS Board of Directors 9/08

» In Process

- Needs assessment with ABMS Member Boards
- Stakeholder collaborations
- Planning assumptions validation
- Program budgeting, funding

ABMS CAHPS Timeline

Draft Common Core CAHPS Key Dates

	2008		2009				2010				2011			
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	Planning													
Concept Approval														
Public Funding														
Feasibility Test Planning														
Questionnaire Design Meetings														
Feasibility Test Implementation														
Implementation Summit (Member Boards)														
											Phased Roll Out			
Phase 1														
Phase 2														
Phase 3														
Phase 4														
Public Education														
Training (Physician, Staff and Institution)														

Feasibility Test Objectives

- » Effectiveness, cost and burden of ABMS CAHPS
- » Feasibility across practice settings
 - Handout: physician; staff impact
 - Mail-out: sample frames; patient lists
- » Physician perception of results, use for improvement
- » Proof-of-concept for Board Enterprise



Thank You



Additional Information

CAHPS Communication Core Items

Communication Items

1. Did this doctor explain things in a way that was easy to understand?
2. Did this doctor listen carefully to you?
3. Did you talk with this doctor about any health problems or concerns?
4. Did this doctor give you easy to understand instructions?
5. Did this doctor seem to know the important information about your medical history?
6. Did this doctor show respect for what you had to say?
7. Did this doctor spend enough time with you?

Demographic Items

8. Hispanic or Latino origin or descent?
9. Race
10. Age
11. Male or female
12. Highest grade or level of school that you have completed?
13. Rate your overall health

Proxy Items

14. Did someone help you complete this survey?
15. How did that person help you?

ABMS Member Boards

- » Allergy and Immunology
- » Anesthesiology
- » Colon & Rectal Surgery
- » Dermatology
- » Emergency Medicine
- » Family Medicine
- » Internal Medicine
- » Medical Genetics
- » Neurological Surgery
- » Nuclear Medicine
- » Obstetrics & Gynecology
- » Ophthalmology
- » Orthopaedic Surgery
- » Otolaryngology
- » Pathology
- » Pediatrics
- » Physical Medicine and Rehabilitation
- » Plastic Surgery
- » Preventive Medicine
- » Psychiatry & Neurology
- » Radiology
- » Surgery
- » Thoracic Surgery
- » Urology

What is ABMS MOC™?

- » A process to document that physician specialists maintain the competencies necessary to provide quality patient care

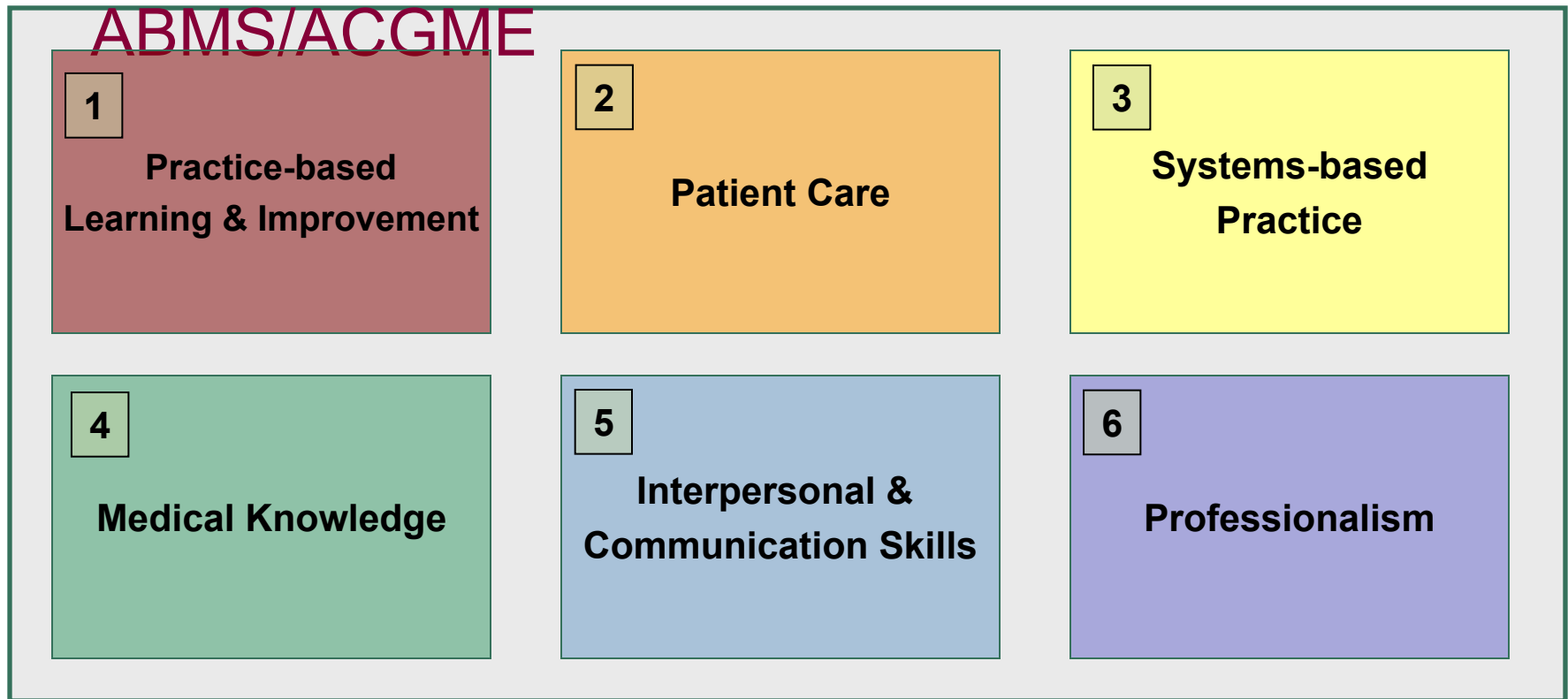


ABMS Maintenance of Certification™

Certification Matters

Physician Competencies

» Six core competencies adopted by
ABMS/ACGME



1

CAHPS Program Considerations

» Minimize

- Risk, complexity, burden, cost

» Maximize

- Data validity
- Comparability
- Common language for public



Proposed CAHPS Delivery System

